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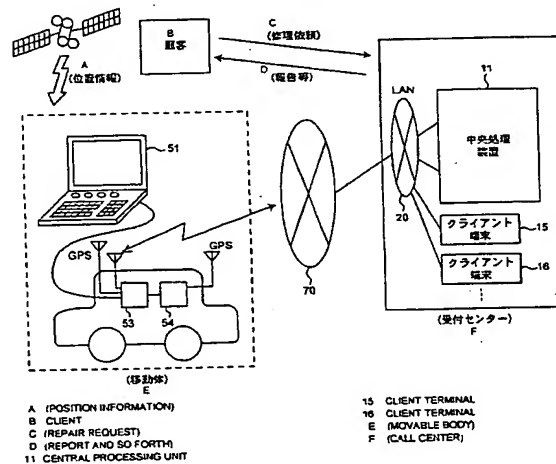
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- (81) 指定国 (表示のない限り、全ての種類の国内保護が可能): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG,

[続葉有]

(54) Title: WORKER-IN-CHARGE COMMAND SYSTEM AND WORKER-IN-CHARGE COMMAND METHOD

(54) 発明の名称: 担当者采配システム及び担当者采配方法



(57) Abstract: A central processing unit (11) in a call center receives a work request (for example, repair of a home electric appliance) of a client, allocates a worker in charge satisfying a predetermined condition based on the work contents for the received work request, and determines articles needed for the work. The central processing unit (11) then creates work information on the work contents and the articles on one work day for each worker, creates map information including position information on the work place where the work is carried out in association with the work information and the visit order of the work places to which each worker visits on the work day, and sends the work information and the map information to the mobile terminal (51) of each worker. Technicians receive the work information and the map information from the central processing unit, ascertain the work schedules, visit the indicated work places in order, and carry out the works.

(57) 要約: 受付センターに配置された中央処理装置 11 は、顧客から作業依頼 (例えば家電製品の修理) を受付、受付けた作業に対し、作業内容に基づいた所定条件を満たす担当者を割当て、また、各作業に要する物品を決定する。その後、各担当者毎に、一作業日における、作業の内容及び作業に要する物品をまとめた作業情報を作成し、さらに、その作業情報と関連して、その作業を行う作業場所の位置情報と、その作業日に訪問する作業場所の訪問順とを含むマップ情報を作成し、それらの情報を各担当者のモバイル端末 51 へ送信する。技術者は中央処理装置からこれらの情報を受信し、作業スケジュールを確認

[続葉有]



SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ,  
VC, VN, YU, ZA, ZM, ZW.

BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN,  
TD, TG).

(84) 指定国 (表示のない限り、全ての種類の広域保護が可能): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), ユーラシア (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), ヨーロッパ (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF,

添付公開書類:

— 国際調査報告書

2文字コード及び他の略語については、定期発行される各PCTガゼットの巻頭に掲載されている「コードと略語のガイダンスノート」を参照。

## INTERNATIONAL SEARCH REPORT

International application No.

PCT/JP2004/016028

A. CLASSIFICATION OF SUBJECT MATTER  
Int.Cl<sup>7</sup> G06F17/60

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)  
Int.Cl<sup>7</sup> G06F17/60Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched  
Jitsuyo Shinan Koho 1922-1996 Toroku Jitsuyo Shinan Koho 1994-2004  
Kokai Jitsuyo Shinan Koho 1971-2004 Jitsuyo Shinan Toroku Koho 1996-2004Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)  
JICST FILE (JOIS), WPI, INSPEC (DIALOG)

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	JP 2001-250002 A (Nissay Information Technology Co., Ltd.), 14 September, 2001 (14.09.01), Full text; Figs. 1 to 3 (Family: none)	1-27
Y	JP 2003-44594 A (Toyota Motor Corp.), 14 February, 2003 (14.02.03), Full text; Figs. 1 to 5 (Family: none)	1-27
Y	JP 2003-233609 A (Mitsubishi Information Systems Kabushiki Kaisha), 22 August, 2003 (22.08.03), Full text; Figs. 1 to 70 (Family: none)	1-27

☒ Further documents are listed in the continuation of Box C.☐ See patent family annex.

## \* Special categories of cited documents:

- "A" document defining the general state of the art which is not considered to be of particular relevance
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- "&" document member of the same patent family

Date of the actual completion of the international search  
26 November, 2004 (26.11.04)Date of mailing of the international search report  
14 December, 2004 (14.12.04)Name and mailing address of the ISA/  
Japanese Patent Office

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Telephone No.

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International application No.

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## C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	JP 08-161400 A (Hitachi Building System Eng. & Service Co., Ltd.), 21 June, 1996 (21.06.96), Full text; Figs. 1 to 5 (Family: none)	1-27
Y	JP 2003-132165 A (Casio Computer Co., Ltd.), 09 May, 2003 (09.05.03), Full text; Figs. 1 to 21 (Family: none)	2-10,14, 16-24,26-27
Y	JP 2002-366635 A (Kabushiki Kaisha Bikku Pikan), 20 December, 2002 (20.12.02), Full text; Figs. 1 to 5 (Family: none)	3-10,14, 17-24,26-27
Y	JP 10-171867 A (Fujitsu Ltd.), 26 June, 1998 (26.06.98), Full text; Figs. 1 to 11 (Family: none)	4-10,14, 18-24,26-27
Y	JP 07-325858 A (Hitachi Building System Eng. & Service Co., Ltd.), 12 December, 1995 (12.12.95), Full text; Figs. 1 to 6 (Family: none)	5-10,14, 19-24,26-27
Y	JP 11-282908 A (Matsushita Electric Industrial Co., Ltd.), 15 October, 1999 (15.10.99), Full text; Figs. 1 to 64 (Family: none)	8-10,14, 22-24,26-27
Y	JP 2003-2444 A (Nissan Motor Co., Ltd.), 08 January, 2003 (08.01.03), Full text; Figs. 1 to 9 (Family: none)	9-10,14, 23-24,26-27
Y	JP 06-294668 A (Mitsubishi Electric Corp.), 21 October, 1994 (21.10.94), Full text; Figs. 1 to 15 (Family: none)	10,14,24, 26-27
Y	JP 2002-49557 A (Kabushiki Kaisha Abasu), 15 February, 2002 (15.02.02), Full text; Figs. 1 to 4 (Family: none)	14,26-27
Y	JP 07-29099 A (Kunimichi TAKADA), 31 January, 1995 (31.01.95), Full text; Figs. 1 to 5 (Family: none)	14,26-27